# **Community Complaints Management Process**

How complaints are received :













IOC Office

Meeting

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### **Receive and Screen**

The procedure is initiated when a complaint is received and entered by an IOC representative in the complaints recording system. Complaints must be entered into the system within 2 business days.

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# Acknowledge

If an issue meets the criteria for being classified as a complaint, an area lead is assigned to the complaint, and the complaints officer acknowledges to the complainant receipt of the complaint within 2 business days, in writing, face to face or by phone.  $\rightarrow$ 

### **Review and Record**

The complaints officer documents the acknowledgement in IOC's complaints recording system.

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Rapid response to complaints that are quickly resolved and do not require investigation.

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# Investigate

The area lead investigates the factual basis for the complaint and proposes options to resolve the issue. Relevant evidence and information must be gathered and recorded to support the investigation.

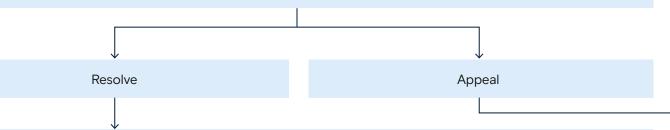
The area lead may involve third parties in the fact-finding process as required.

The identity of the complainant should only be disclosed to the extent necessary to resolve the issue or as required by law. If the complainant has specifically requested that their identity not be disclosed, their personal information may not be shared with third-parties unless required by law. When the investigation is complete, the area lead documents the findings and proposes options for resolving the complaint as appropriate.

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## Respond

After completing an investigation, the complaints officer will provide a response to the complainant in line with the timeframe provided via the acknowledgement, usually no more than 30 days from acknowledgement.



Monitor, Report, Follow Up & Close Out